



Department of Public Works

Indianapolis*Gregory A. Ballard, Mayor*

★ POTHOLE REPAIR PROGRAM 2012 FACT SHEET

- THE DEPARTMENT OF PUBLIC WORKS REPAIRS POTHOLES ALL YEAR ROUND, AS LONG AS CREWS ARE NOT REMOVING SNOW DURING A SNOW EVENT.
- THE SAME CITY CREWS WHO REMOVE SNOW ARE IN CHARGE OF REPAIRING POTHOLES. THE CITY TYPICALLY HAS 10-15 CREWS WORKING DAILY, SEALING CRACKS IN THE STREETS AND FILLING POTHOLES.
- THE CITY REPAIRS THOUSANDS OF POTHOLES A YEAR. IN 2009, THE CITY COMPLETED 10,097 SERVICE REQUESTS. IN 2010, THE CITY COMPLETED 16,598 SERVICE REQUESTS. IN 2011, THE CITY COMPLETED 22,528 SERVICE REQUESTS.
- THE PEAK SEASON FOR REPAIRING POTHOLES USUALLY BEGINS IN MARCH AND LASTS UNTIL JUNE.
- IN 2008, MAYOR GREG BALLARD IMPROVED THE PREVENTATIVE ROAD MAINTENANCE MEASURES SUCH AS CRACK-SEALING WORK. THIS, IN ADDITION TO MAYOR BALLARD'S REBUILDINDY INITIATIVE TO REPAIR CRUMBLING INFRASTRUCTURE THROUGHOUT THE COUNTY, MEANS FEWER POTHOLES IN THE FUTURE.
- SINCE 2008, THE CITY HAS IMPLEMENTED EMERGENCY RESPONSE CREWS TO ADDRESS MAJOR POTHOLES THAT COULD POSE PUBLIC SAFETY HAZARDS.
- THE CITY'S GOAL IS TO FIX ALL POTHOLES REPORTED TO US AS SOON AS POSSIBLE.
- IF A POTHOLE DAMAGES A CAR, RESIDENTS CAN FILE A TORT CLAIM. RESIDENTS CAN FIND THE INFORMATION AND INSTRUCTIONS ON THE CITY'S WEBSITE AT WWW.INDY.GOV.
- WE KNOW WE CAN'T FIND ALL THE POTHOLES IN THE CITY, SO WE RELY ON RESIDENTS TO REPORT POTHOLES WHEN THEY SEE THEM. WE FIRST ENCOURAGE RESIDENTS TO GO ONLINE AT WWW.INDY.GOV/MAC FOR ONLINE REPORTING. IF RESIDENTS DON'T HAVE ACCESS TO THE INTERNET, THEY ARE ALSO ABLE TO CALL THE MAYOR'S ACTION CENTER AT (317) 327-4MAC (4622).